

**Donna Lum**

Assistant Executive Officer, Member and Benefit Services Branch

Donna Lum was named Assistant Executive Officer of the Member and Benefit Services Branch for the California Public Employees' Retirement System in October 2008. She is the senior executive overseeing the administration of retirement benefits and services to 1.6 million active and retired California public employees and their families.

Ms. Lum directs over 750 staff in the System's Member Services, Benefit Services, and Customer Service and Education Divisions, including eight regional offices throughout California.

Donna was previously the Chief of CalPERS Benefit Services Division. In that capacity, she developed a more robust division recruitment and retention strategy, streamlined operational processes, eliminated a disability retirement application backlog, advanced multiple enterprise-wide projects to implement federal and state law changes, and successfully implemented new technologies to enhance the customer service environment to reach out to stakeholders and to enable customers to effectively participate in their own retirement education.

Prior to coming to CalPERS in 1999, Ms. Lum was the Chief of Information Technology at the California Department of Education and the Department of Toxic Substances Control.

Ms. Lum holds a Bachelor's degree in business administration from National University and she is a graduate of the University of California, Davis Executive Leadership Program.

11/18/08